

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2171
Serial No. : 10/723,742 Examiner : Gregory J. Vaughn
Filed : November 26, 2003 Conf. No. : 9947
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF DECEMBER 27, 2006, AND SUMMARY OF
EXAMINER INTERVIEW

Please amend the above-identified application as follows: